



CatholicCare Sydney
Annual Report
2015

Acknowledgements

CatholicCare Sydney acknowledges and thanks the following individuals and organisations for their support.

Our Supporters and Donors

The generous support of our supporters and donors who contribute financially and otherwise makes it possible for us to continue assisting those who are most in need in our communities. For the full list of our FY2015 supporters see page 39.

The Australian and NSW Governments

Australian Government:

- Attorney-General's Department
- Department of Education and Training
- Department of Employment
- Department of Health
- Department of Immigration and Border Protection
- Department of the Prime Minister and Cabinet
- Department of Social Services

NSW Government


- NSW Department of Education
- Department of Family and Community Services, including:
 - Ageing, Disability and Home Care
 - Community Services
 - Housing NSW
- NSW Ministry of Health
- Department of Industry
- Department of Justice, including:
 - Corrective Services NSW
 - Juvenile Justice NSW
- Department of Premier and Cabinet

The Catholic Community

- The Archdiocese of Sydney
- The Charitable Works Fund of the Archdiocese of Sydney
- Catholic Bishops of NSW and ACT
- The CatholicCare Foundation and the Curran Access Children's Foundation
- Catholic Social Services Australia, in particular the NSW/ACT branch members

CatholicCare acknowledges the traditional custodians of the land. We pay our respects to Aboriginal elders past and present, and celebrate their continuing culture. CatholicCare is committed to actively working alongside Aboriginal and Torres Strait Islander people, especially in the area of social inclusion, and for reconciliation and justice.

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Message from the Archbishop



In *Evangelii Gaudium*, Pope Francis wrote that every Christian “is called to be an instrument of God for the liberation and promotion of the poor, and for enabling them to be fully a part of society”.

This worthy undertaking has been the calling of CatholicCare Sydney since its foundation in the 1940s, and continues to shape the work of the agency today.

I am continually encouraged when I see the difference the Church’s charitable works make in all areas of our communities. As the official welfare agency of the Archdiocese of Sydney, CatholicCare’s efforts to enable the wellbeing of those most in need is an exceptional example of the Church’s Mission in action.

CatholicCare’s commitment to transforming the lives of the most vulnerable, in the spirit of Christ’s love and compassion, continues to hearten me and should inspire all who desire to see poverty and injustice eliminated.

I congratulate Chairman Richard Haddock AM and the CatholicCare Board, CEO Bernard Boerma, and the dedicated men and women who serve as part of CatholicCare for the achievements of the past 12 months.

May the Lord bless the work of CatholicCare and all those striving to achieve its mission and vision.

Most Rev Anthony Fisher OP
Archbishop of Sydney

Chairman and CEO's Report



The 2015 financial year was a landmark year for CatholicCare Sydney. In the past 12 months, we saw significant changes both inside the agency and externally, made considerable progress towards achieving the objectives of our Strategic Plan 2013-16, and empowered thousands of people in need to live the life they want to.

In July 2014, the CatholicCare Board approved a realignment of our organisational structure in response to a changing welfare sector marked by major reforms. The new structure has strengthened our capacity to serve people living in the Archdiocese and to better support our employees. You can read more about our new structure on page 9 of this report.

We recognise that our people are our most vital asset and their determination to achieve positive outcomes for the people we support is one of our greatest strengths. In FY2015, we implemented measures to improve our organisational culture, support our employees to build their knowledge and skills, and strengthen our capacity to serve the people we support. We also launched an initiative to recognise employees for their commitment to our mission.

Throughout the year we continued to build upon and improve our person-centred approach to service delivery. With the NDIS rolling out across the nation and a shift towards a more consumer-driven welfare sector already in motion, embedding our Person-Centred Framework into all our services remained a top priority. Our services and systems were regularly reviewed to ensure CatholicCare remains sustainable and able to continue providing high quality support to people in need.

Working collaboratively with government, community groups and Catholic organisations was a key focus this year. As a result, we saw many successful outcomes for CatholicCare and the wider community, including the opening of two new homes for homeless youth in Inner West Sydney.

During the year, we were pleased to welcome the Most Rev Anthony Fisher OP as the new Archbishop of the Archdiocese of Sydney. Archbishop Fisher has long been a staunch supporter of CatholicCare's work with families, young people and others in need and we are grateful for his support.

We also express our gratitude to those who departed CatholicCare during the year, including Board members Fr Michael McLean and Eileen Hoggett, directors Maureen Eagles and Dianna Keogh and executive director Andrew Watson. In 2015, we also said goodbye to former CatholicCare Director, Monsignor John Usher AM, who after leading the agency from 1983 to 2004, served as a member of the Board for more than 10 years. In February 2015, our Director of Mission, Fr Gerald Gleeson, was appointed Vicar General of the Sydney Archdiocese and resigned his position with CatholicCare. We're delighted to enjoy his ongoing support and he remains a member of the Board.

We wish to thank our employees and volunteers, the Archdiocese of Sydney, and our supporters, donors and partners. Without their commitment and generosity we could not have achieved what we did this year.

As always, our accomplishments find their context within our Catholic identity, which has guided us for more than seven decades. Our mission and vision reflect Pope Francis' call that all Christians "be an instrument of God for the liberation and promotion of the poor, and for enabling them to be fully a part of society", and our faith in Christ – who Himself became poor – inspires us to pursue even greater accomplishments on behalf of the people we support.

As we look towards 2016, we are encouraged by the fact that we are well positioned to continue achieving our mission, helping those in need across the Archdiocese as a leader in the provision of welfare services.



Richard Haddock AM
Chair, CatholicCare Sydney Board



Bernard Boerma
Chief Executive Officer

About Us

CatholicCare Sydney is the official welfare agency of the Catholic Church in the Archdiocese of Sydney,

delivering more than 140 programs in the areas of ageing, dementia and disability care; employment, education, training and support services; and children, youth and family services.

In accordance with our vision, CatholicCare promotes the dignity, equality and participation of our service users.

The work of CatholicCare is guided by the Catholic tradition of compassion and concern for social justice. Our role is to facilitate the development of individuals, families and communities most in need, through quality services, research and advocacy.

Our services include family and relationship counselling; drug, alcohol and gambling support services; foster care and adoptions; services for children and young persons at risk of physical or emotional harm; mediation and conciliation; marriage preparation; school counselling; employment services; St Patrick's Institute of Education; training for people with a disability; supported accommodation; respite services; and support services for the aged and people with a disability.

As a person-centred organisation, CatholicCare has people at its heart. People should determine the support they receive and be empowered to make decisions that will enable them to live positive and fulfilling lives. The services provided by CatholicCare are inclusive of the whole community regardless of circumstance, ethnicity, religion, economic situation, age, gender or ability.

CatholicCare is a member of Catholic Social Services Australia.

Our Mission

Our mission, as an instrument of Christ's liberating presence in the world, is to enable the social and emotional wellbeing of communities, families and individuals living in the Archdiocese.

Our Vision

Our vision is for a society in which there is full recognition of individuals' rights and responsibilities, and that enables the dignity, wellbeing and participation of all persons.

Our Values

Our values define the way that our people relate to the community, those we serve and to each other as managers, staff and colleagues.

CatholicCare values:

- Human dignity and worth
- Commitment to justice
- Integrity
- Accountability
- Excellence
- Accessibility

Our History

In November 1940, four women, Norma Parker, Elvira Lyons, Constance Moffitt and Eileen Davidson wrote to the Archbishop of Sydney, Norman Thomas Gilroy, recommending that a "Catholic Welfare Bureau" be established.

They believed that the disadvantaged, distressed and devalued in society deserved the best possible professional care from the Church.

They believed that a Catholic welfare bureau was necessary to ensure that needy children, families and individuals were given dignity rather than pity, opportunities rather than "handouts" and justice rather than benevolence.

In 1941, Archbishop Gilroy appointed Father A.E.R. Thomas as the first Director of the Catholic Welfare Bureau.

With a small number of staff including a trained social worker, he began to assist the hundreds of children who had been placed in Catholic orphanages. He offered marriage counselling to distressed couples and gave new hope to many deserted women and children.

Today, CatholicCare employs more than 700 staff and volunteers, and operates at 31 sites across the Archdiocese of Sydney.



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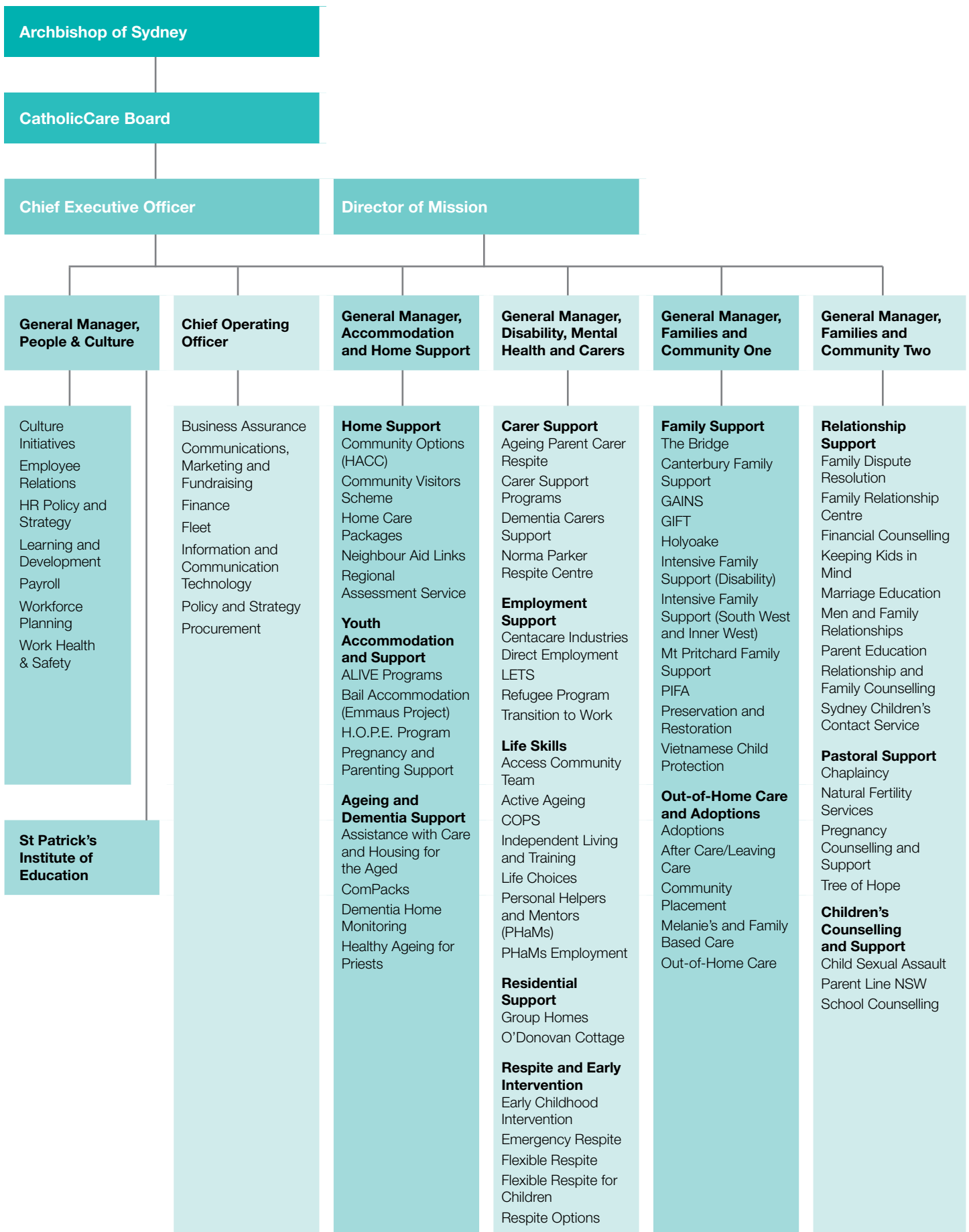


31 locations across Greater Sydney

The work of CatholicCare is guided by the Catholic tradition of compassion and concern for social justice.



Organisational Chart



Our New Structure

In July 2014, the CatholicCare Sydney Board approved a realignment of CatholicCare's organisational structure.

The restructure was in response to changes in the welfare sector – including reforms like the National Disability Insurance Scheme and a move towards a more consumer-driven welfare environment – and the need to ensure we are positioned to respond to these changes, and best placed to continue serving the community in line with our mission, vision and values.

Workplace relations firm, the O'Connell Group, was engaged to conduct an analysis of our processes and workflows to identify strengths and opportunities. After a period of consultation with CatholicCare employees, the Archdiocese of Sydney, the Australian Services Union and United Voice, the realignment of structures, services and systems was finalised and implemented in December 2014.

During the realignment process, updates were regularly communicated to all employees and great care was taken to ensure disruptions to service provision were minimised.

Notably, the new structure better aligns our programs to maximise the quality of service provided to the people we support. Four new divisions were implemented and four new General Managers appointed to lead them.

- **Families and Community One** – led by General Manager, Karen Larkman
- **Families and Community Two** – led by General Manager, Fiona Hastings
- **Disability, Mental Health and Carers** – led by General Manager, Daniel Culhane
- **Accommodation and Home Support** – led by Acting General Manager, Peter Gardiner

During this period we said farewell to directors Maureen Eagles and Dianna Keogh, and executive director Andrew Watson.

Our new structure has strengthened our capacity to serve people living in the Archdiocese and to better support our employees, in line with the objectives detailed in our Strategic Plan 2013-16.

Year at a Glance

July

New structure approved

The CatholicCare Sydney Board approved the realignment of our services to ensure we are positioned to respond to sector changes and continue serving the community in line with our mission, vision and values.

Celebrating 25 years

Our Early Childhood Intervention program celebrated 25 years of providing support to kids with disability or developmental delay.

20th International AIDS Conference

Representatives from our Tree of Hope program attended the International AIDS Conference in Melbourne to learn more about the latest HIV/AIDS research.

Best Practice

Our Registered Training Organisation, St Patrick's Institute of Education (SPIE) received a glowing report for its Skills and Education and Employment program from national auditor, Linda Wyse & Associates.

Our Fleet and Facilities Management functions passed Best Practice Certification compliance against the requirements of ISO 9001:2008.

September

Running for Refugees

More than 50 runners joined Team CatholicCare Sydney on 21 September for the Blackmores Sydney Running Festival. Thanks to their efforts \$14,559 was raised for our Refugee Program.

Supporting our dedicated staff

An initiative to recognise employees who go above and beyond in providing person-centred service to the people we support was launched this month.

We introduced a new workforce management software system to allow our residential support staff to spend more time with the people they support.

Representing CatholicCare

Our Parent Education Coordinator presented a keynote address at the Sydney Baby and Toddler Show.

The team from our Out-of-Home Care program served refreshments to thousands of foster kids and their carers at the Foster Care Week picnic launch.



October

CSSA Awards

We were awarded the top prize in two of three categories at the Catholic Social Services Australia Awards held at Parliament House, Canberra.

Brochure translations

Two of our key brochures were translated into 15 languages to help the people we serve better understand their privacy and rights.

Anti-Poverty Week

Our staff and two of our longest serving foster carers joined the Governor-General for the launch of Anti-Poverty Week at Admiralty House, Sydney.



January

Australia Day Awards recognition

Our foster carers Brian Maher OAM and Carolyn Maher OAM were acknowledged in this year's Australia Day Awards for service to the community through social welfare organisations.



February

Five Star Rating for Direct Employment

Direct Employment Fairfield was awarded a Five Star Rating the delivery of its Disability Employment Service.

Fighting problem gambling

We launched a campaign in partnership with five Catholic Clubs to proactively identify and reduce the effects of problem gambling on Club patrons and their families.

Director of Mission

Our Director of Mission, Rev Dr Gerald Gleeson, was appointed Vicar General of the Archdiocese of Sydney.

April

Innovative program endorsed

My Kids and Me, a joint program of CatholicCare Sydney and CatholicCare Wollongong, received a Gold Endorsement from the Institute of Group Leaders.

Alzheimer's Disease International Conference

We participated in the 30th International Conference of Alzheimer's Disease International alongside more than 80 member organisations and representatives from 49 countries.

Departing Board members

We bid farewell to Board members Msgr John Usher AM, Fr Michael McLean and Eileen Hoggett.



August

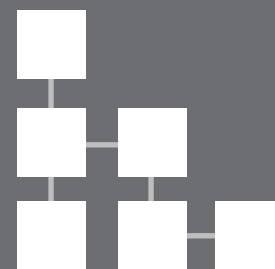
Turning the Sod

We were joined by the Hon. Gabrielle Upton MP for a sod-turning ceremony on 7 August to mark construction of our two new homes for homeless youth leaving foster care.

Partnering with the community

We participated in a University of Sydney student's PhD thesis on the representation of people with disability in Australian political discourse.

Alongside ClubsNSW and Gambling Help Services we signed a Memorandum of Understanding to reduce the negative impact of problem gambling on NSW communities.



November

Successful tender

We successfully tendered for funding to deliver Disability Management Services through our disability employment service, Direct Employment.

Technology enhancements

A standardised computing environment system was rolled out to the entire organisation improving the efficiencies of agency-wide operations.

March

Protecting children

Along with 15 other Out-of-Home Care providers and eight government departments, we assisted the Royal Commission to make recommendations for developments and reforms to improve the safety and protection of children in care.

In March 2015, we hosted the first inaugural Men's Behaviour Change Network (MBCN) of NSW Conference, which discussed new approaches to addressing family violence.

Disability Employment Services

Starting this month, we began providing the full suite of Disability Employment Services including DMS and ESS across the Fairfield and Liverpool LGAs.

Direct Employment Fairfield officially opened its relocated office in the Neeta City Shopping Centre.

Community partnership

We joined with the Sydney Alliance and other member organisations to draw attention to issues related to shelter and housing in Sydney.

Best Practice

Our Information and Communication Technology and Families and Community Two division both passed assessment against the requirements of ISO 9001:2008.

December

Our new structure live

We welcomed new General Managers Daniel Culhane, Fiona Hasting, Karen Larkman and Peter Gardiner (Acting) and said farewell to former directors Andrew Watson, Maureen Eagles and Dianne Keogh, as the realignment of our organisational structure was officially implemented.

Honouring Msgr. Usher

At SPIE's 91st anniversary graduation, we honoured former Archdiocese Chancellor Monsignor John Usher AM for his commitment to SPIE and vocational education.

Medibank Community Fund grant

We received a \$14,650 grant from the Medibank Community Fund to launch an innovative program to educate children and families about healthy lifestyles.



May

Rose Gallagher homes opened

Thanks to the collaborative efforts of the Department of Family and Community Services, the Property Industry Foundation and the Catholic community, our two new homes for homeless youth were opened this month.

Community engagement

We recognised Gavin Tan, a gifted student at the Australian Catholic University for excelling in studies related to our mission.

As part of International Youth Week, our Holyoake program created a mock methamphetamine lab to teach young people about the dangers of the drug "ice".

June

Bernard Boerma in CEO Sleepout

On 18 June, our CEO Bernard Boerma joined 250 heads of government, corporate and nonprofit organisations for the annual Vinnies CEO Sleepout.

LETS program closed

On 30 June 2015, after six years of operation and assisting more than 18,000 job seekers to find work, we said farewell to the LETS (Local Employment and Training Solution) program.

Workplace Gender Equality Report

We completed our Workplace Gender Equality Report, which revealed 74% of our workforce is female.



Our Achievements

■ SUPPORTING FAMILIES

Pope Francis called the family “the essential cell of society and the Church”, and a “fundamental pillar” necessary for promotion of the Common Good. Driven by this belief, our family support services are provided to individuals, couples, families and children, especially those experiencing disadvantage.

Our family support services worked with 878 vulnerable families during the year, helping them to build parenting skills, manage stress and improve the wellbeing of their children. The Vietnamese Child Protection Program alone supported 200 families within the Vietnamese community.

CatholicCare Adoption Services assisted 526 people, including parents considering adoption, children, adoptive parents and birth families. Information and support was also provided to adoptees, birth parents, birth family members and adoptive parents who wished to access adoption records held by the service. With our help, 143 former children’s homes residents were able to piece together their personal stories.

Described as “God’s gift of life and love” by the Australian Bishops Commission for Pastoral Life, natural family planning is a healthy, environmentally-friendly way to manage fertility. It’s also consistent with the Church’s teaching. Through our Natural Fertility Services, we assisted more than 2,000 couples to effectively use natural family planning, provided education in 35 schools and delivered 14,371 occasions of service.

Our telephone counselling service Parent Line NSW responded to 7,727 calls from concerned parents during FY2015. The service reported a rise in the number of calls from families experiencing domestic violence, reflecting the high rate of domestic violence occurring across the country, and the heightened public awareness following increasing media coverage and advocacy by high-profile campaigners.

With support from the Archdiocese of Sydney’s Charitable Works Fund, we were again able to offer counselling and support to pregnant women in need, assisting them through pregnancy and birth, and helping to limit the chances of perinatal and postnatal depression.

In October 2014, CatholicCare Sydney and CatholicCare Wollongong were awarded the Norma Parker Award for the Most Innovative Program at the CSSA Awards for our joint program, My Kids and Me, a seven-week course for parents with children in foster care. The program was recognised again in May 2015, when it received a Gold Endorsement from the Institute of Group Leaders.

In March 2015, we hosted the first inaugural Men’s Behaviour Change Network (MBCN) of NSW Conference. Held at our Lewisham office, the conference brought together domestic violence experts from NSW and interstate to discuss new approaches to addressing family violence.

At the end of 2014, we successfully applied for a \$14,650 grant from the Medibank Community Fund, which enabled us to launch Garden Sprouts, an innovative program to educate children and families about healthy lifestyles.



143

former children's homes residents supported to piece together their stories



Parent Line counsellors responded to 7,727 calls from worried parents



This, rather, is the fasting that I wish: releasing those bound unjustly, untying the thongs of the yoke; Setting free the oppressed, breaking every yoke.

- Isaiah 58:6

859

parents received quality education at 65 courses and groups

878

vulnerable families supported to build parenting skills, manage stress and improve the wellbeing of children



2,000+

couples assisted to use natural family planning

SUPPORTING CHILDREN

Our services for children are guided by the Catholic belief that **all children are precious and a gift from God.** Support is offered to children with disability, students, foster kids and children experiencing other forms of disadvantage.

Our Out-of-Home Care (Foster Care) program supported 86 children and young people who were unable to live at home with their parents for a period of time, due to a family crisis, risk of harm or parents experiencing difficulties in caring for them. Seven children with moderate to severe disability were given a loving home through our specialist disability foster care service, Melanie's Program.

During the year, our Early Childhood Intervention program celebrated 25 years of providing home and centre-based intervention for children from birth to school age with a disability or developmental delay.

In partnership with the Catholic Education Office, we again provided professional counselling and group work sessions to students at primary and secondary schools throughout the Archdiocese of Sydney. During the 2014 school year, 5,930 students accessed 13,906 counselling sessions and 544 group work sessions provided by CatholicCare.

In March 2015, CatholicCare was invited to participate in a public hearing as part of the Royal Commission into Institutional Responses to Child Sexual Abuse. Along with 15 other Out-of-Home Care providers from around Australia and eight government departments, we assisted the Royal Commission to make recommendations for developments and reforms to improve the safety and protection of children in care.

In October 2015, CatholicCare foster carers, Rob and Mary Rimoldi (who have cared for more than 80 babies, children and young people since 1973), and two CatholicCare staff members attended the launch of Anti-Poverty Week hosted by His Excellency General the Honourable Sir Peter Cosgrove AK MC (Retd).



foster kids given a safe and loving home



544

group work sessions provided

5,930

students at
Catholic schools
accessed 13,906
counselling sessions



Justice will bring about peace; right will produce calm and security. My people will live in peaceful country, in secure dwellings and quiet resting places.

– Isaiah 32:17-18

Children of separated
parents given

550+

opportunities to spend
time with mum or dad
in a safe environment



THE NORTHEY'S STORY:

Foster Carers' Formula for Joy

For the last five years, CatholicCare Sydney foster carers Graham and Rhonda Northey have cared for Sarah*, a ten-year-old girl living with debilitating disability.

After raising four children to adulthood – two of whom were adopted – and providing care for ageing parents, most people in their sixties would be looking forward to a life of rest and relaxation. But Graham and Rhonda are not most people.

The Northeys care for Sarah through CatholicCare's Melanie's Program, a long-term foster care program that provides support for children with moderate to severe physical or intellectual disabilities.

Sarah has Mitochondrial disease, which results from the failure of mitochondria, which are found in every cell of the body except red blood cells. Mitochondria are responsible for creating more than 90% of the energy needed by the body to sustain life and support growth, and their failure can result in varying symptoms.

For Sarah, the disease means she is fed through a tube and does not walk or talk.

Over the past five years, with support from CatholicCare and her foster parents, Sarah has seen improvements. While her disability still presents daily challenges, for Graham and Rhonda the joy of seeing Sarah make even the smallest gains outweighs the difficulties they face.

"At first Sarah would hold you at arm's length but now she'll snuggle in and let you give her a cuddle," says Graham. "And she's developed a wicked sense of humour."

Graham and Rhonda say there is no special secret to finding the strength to care for Sarah at their age, in fact the formula is quite simple.

"You just need love, a little bit of patience and some perseverance," says Rhonda. "The rewards outweigh the hard work. Every day you're rewarded with smiles, laughter and cuddles."

* Name has been changed

SUPPORTING YOUNG PEOPLE

In *Evangelii Gaudium*, Pope Francis calls us to **draw near to poverty and vulnerability**. Our services for young people experiencing homelessness, disadvantage and abuse provide support to some of the most marginalised people in our communities.

In FY2015, we worked with 312 disadvantaged young people, including single mothers and their children, youth leaving foster care or at risk of homelessness, and young women who have experienced poverty, abuse and neglect.

Our ALIVE (Adolescents Living Independently Via Empowerment) programs offered accommodation, literacy education, brokerage monies and other practical support to empower young people to achieve independence. In August 2014, the Hon. Gabrielle Upton MP (then Minister for Family and Community Services) joined us for a sod-turning ceremony to mark construction of two brand-new ALIVE homes for young people leaving foster care. The building of the homes was made possible by the collaborative efforts of the Department of Family and Community Services, the Property Industry Foundation and the Catholic community, including All Hallows Five Dock Parish and the Catholic Women's League. In May 2015, our new homes were officially opened and blessed by the Auxiliary Bishop of Sydney, the Most Rev. Terence Brady DD.

Our Young Women's Supported Accommodation Program was renamed the H.O.P.E. (Housing and Outreach to Promote Empowerment) Program this year, after funding for the service was lost. We continued to operate the program on reserve funds until stable financial support could be found. As a result, the 38 young mothers and children served by the program were able to remain in their homes, instead of on the street. The generosity of major donors and renewed support from the Department of Family and Community Services in the fourth quarter of FY2015 secured the operation of the H.O.P.E. Program for FY2016.

In March 2015, we worked alongside the Sydney Alliance and other member organisations to draw attention to the high cost of shelter in Sydney and the need to develop policies that will deliver affordable housing.

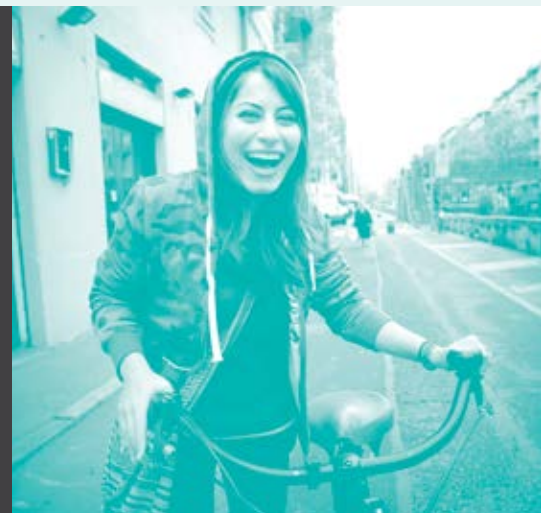


Children, let us love not in word or speech but in deed and truth.

– 1 John 3:18



226
vulnerable young
people supported to
live independently





brand new homes
for homeless youth

742

occasions of
service provided by
ALIVE programs



21 juvenile
offenders restored
to their families
or alternative
accommodation
through the
Emmaus Project



BARRY'S STORY:

Living Life His Way

Barry Brodie is your average young man. He likes to work, sleep and have fun. And like most young men, Barry couldn't wait to move out of his parents' house and start life on his own. Thanks to CatholicCare Sydney's O'Donovan Cottage that's exactly what he's done.

CatholicCare's O'Donovan Cottage is a 'transition house' that provides free training and support for people with mild-to-moderate intellectual disability.

The type and amount of support each person receives at O'Donovan Cottage is based on their individual needs and wants. Barry spent three years at the house and says the staff there asked him what he wanted to do and helped him build the skills he needed to achieve his goals.

"It was a nice place to stay and do different things," says Barry. "Just normal stuff like cooking, cleaning, washing and paying bills."

Before he joined O'Donovan Cottage, Barry lived with his parents in the leafy suburb of Epping, NSW. When his time at O'Donovan Cottage was up, Barry moved into his own unit with a friend he met at the cottage.

"It's very exciting to live on my own for the first time," says Barry. "My favourite thing would have to be cooking, especially chicken stroganoff."

Barry's mum, Louise, says the skills and experience Barry gained during his time at O'Donovan Cottage has allowed her to relax knowing her son is able to handle living on his own.

"He was able to take on a lot more than I'd anticipated," she says. "It's given me confidence that he can look after himself."

SUPPORTING PEOPLE WITH DISABILITY

The Catholic Social Teaching Principle of The Common Good is described as “the sum total of social conditions which allow people, either as groups or as individuals, to reach their fulfilment more fully and more easily”.

Our services for people with disability aim to empower those we serve to live the life they choose.

Our Australian Disability Enterprise, Centacare Industries, provided supported employment to 68 adults with mild to moderate disability in FY2015. Centacare Industries employees received training, participated in the local community and developed social networks, while providing garden services, assemble, pack and mail services, and shredding and recycling services to businesses throughout Sydney.

Through our Life Skills programs, people with disability, mental illness and other support needs were empowered to reach their potential and live the life they choose. A wide range of support services including living skills training, pre-employment skills training and recreational activities were provided to 444 people during the year.

Our six group homes continued to provide safe and supportive accommodation to adults with disability and mental health issues including Down syndrome, cerebral palsy, autism, schizophrenia and borderline personality disorder.

Our Flexible Respite program provided 24,648 hours of care and support to more than 110 adults with disability and their carers. Group activities and one-to-one support was provided to 69 children with disability through our Flexible Respite for Children program.

In August 2015, we participated in a University of Sydney student’s PhD thesis on the representation of people with disability in Australian political discourse.

Throughout the year, we continued to prepare for the National Disability Insurance Scheme (NDIS) by working closely with and listening to people with disability and their carers.



Early intervention and respite care provided to

157

kids with disability

279

adults with mental illness assisted to overcome barriers to employment and community engagement



You have been told, O man, what is good, and what the Lord requires of you: Only to do right and to love goodness, and to walk humbly with your God.

– Micah 6:8



444

people offered
life skills training

68

adults with disability
undertook meaningful
work through
Centacare Industries



674 carers given
the chance to take
a break through

81,918

hours of support



BRONWYN'S STORY:

Compassion (and a Cat) Offer New Hope

For 62-year-old Bronwyn West, a life of independence once seemed impossible. Now, with a little help from CatholicCare Sydney – and her beloved cat, Figaro – it's a reality.

Just three years ago, Bronwyn was homeless. Forced to seek shelter at a women's refuge where she experienced isolation and loneliness, she was never sure what the next day might bring. Not old enough to access specialist ageing support, and not fitting neatly into defined disability support categories, Bronwyn was invisible; she had fallen through the cracks.

This wasn't always the case. Bronwyn has a mild intellectual disability and suffers from epilepsy, but for a long time she lived with and was cared for by her son.

Unfortunately several years ago, after suffering ongoing emotional abuse at the hands of her son's then partner, Bronwyn had no choice but to leave.

"She was bullying me," says Bronwyn. "I just walked out because I'd had enough."

Bronwyn found temporary accommodation at a women's refuge. While there, she experienced a severe epileptic seizure, and was admitted to Liverpool hospital for three months.

Once discharged, with nowhere else to go, Bronwyn returned briefly to the refuge. She longed for independence, but her unique needs meant she would need professional support to realise this dream.

Thankfully, a social worker at the refuge recognised Bronwyn's need for effective assistance and referred her to CatholicCare. Through CatholicCare's Assistance with Care and Housing for the Aged (ACHA) and Community Options programs, Bronwyn found a home and received the support she needed to remain independent.

Shortly after she moved in, a CatholicCare case worker introduced Bronwyn to Figaro, a kitten abandoned in a restaurant car park. Now, she and the two-year-old cat are inseparable.

"CatholicCare has helped me to be more independent," says Bronwyn. "If you have any problems, they can help you out a lot."

SUPPORTING THE AGED

At CatholicCare, we believe in the dignity of the human person no matter their background, race, gender or age, in line with Catholic Social Teaching and our person-centred approach. **Everyone should have the opportunity to live a healthy, independent life** and be engaged with their community.

We provided more than 126,000 hours of aged care support in FY2015, including domestic assistance, home maintenance, meal preparation, occupational therapy, social support, speech therapy and transport. The 1,979 older people, people with disability and people with dementia who accessed our services were involved in making decisions about their care.

One of the greatest challenges confronting those who experience disadvantage is a sense of social isolation – a lack of social connection not only to family, but to the broader community. As part of our commitment to the Catholic Social Teaching Principle of Association, our network of faithful volunteers gave 22,373 hours of conversation and companionship to socially isolated and lonely older people in their homes and retirement villages.

We gave 654 carers of older people, people with dementia, and adults and children with disability the chance to take a break from their rewarding, but demanding, roles. Seven new groups were introduced during the year, offering carers the opportunity to engage in activities including art and craft, music groups, cooking workshops and yoga classes. These groups allow carers to build their social networks and improve their own quality of life.

In April 2015, we participated in the 30th International Conference of Alzheimer's Disease International alongside more than 80 member organisations and representatives from 49 countries. The conference promoted awareness, challenged preconceived ideas of dementia care, and enabled people living with dementia to have their voices heard on an international stage.

680

older people and people with disability supported to remain in their homes

102

older people at risk of homelessness supported by the Assistance with Care and Housing for the Aged program



621

frail aged assisted to return to their homes after hospital





22,373

**volunteer hours
donated to socially
isolated and lonely
older people**



To do what is right
and just is more
acceptable to the
Lord than sacrifice.

– Proverbs 21:3

ANNA AND PATRICIA'S STORIES:

The Hidden Side of Dementia

Anna Renna and Patricia McAleer understand all too well the devastating effect of a disease no one can see. Both women have spent years of their lives caring for their husbands, who were diagnosed with a form of dementia known as Frontotemporal Lobar Degeneration (FTLD).

The symptoms of FTLD are not as prominent as the memory loss associated with Alzheimer's disease and other types of dementia and are often harder to identify.

For nearly 20 years Anna has cared for her husband, whose dementia was caused by a stroke he suffered in 1997. She says because the symptoms are less obvious, people with FTLD and their carers often face an uphill battle when it comes to explaining seemingly inconsiderate behaviour to others.

"People say, 'Oh, he's okay, he remembers things,'" says Anna. "A lot of people don't really know what FTLD is and what it does to you, but it really should be spoken about because it's still dementia."

Though the symptoms of FTLD are invisible, they often result in embarrassing and uncomfortable public incidents that can involve swearing, shouting and inappropriate behaviour towards others.

"You can't visibly see anything," says Patricia. "You just think 'why is he behaving like this?'"

Patricia cared for her husband, Les, for eight years before he passed away. She says it can be very difficult for carers to be told by friends and family that the situation is not that bad.

"People with dementia can be quite good at covering it up for a time; they'll sit quietly or just nod without really knowing why," explains Patricia. "So people visit for a short while and think there isn't that much wrong, when in fact you're living with it all the time and there's a lot wrong."

While the challenges Anna, Patricia and other dementia carers face are significant, help is available. Anna and Patricia receive support from CatholicCare Sydney's Carer Support Program, which offers advice, advocacy, counselling, training and regular group outings.

"It's social and informative," says Anna. "And for me it's my biggest help. You know that you're not the only one there, and you know that you're listened to."



SUPPORTING JOB SEEKERS

Our employment services are guided by the Catholic Social Teaching Principle of Participation. **People have a right and a duty to participate in society, for the wellbeing of all,** especially the poor and vulnerable. No one should be excluded from being a part of institutions necessary for human fulfilment, including work.

This year, our Direct Employment service assisted 1,435 job seekers with disability and engaged with more than 1,000 employers across Sydney. Direct Employment operated from eight locations in the Canterbury/Bankstown, Fairfield, Liverpool and St George/Sutherland regions.

In March 2015, we added the delivery of Disability Management Service (DMS) services to our existing Employment Support Service (ESS) contracts. As a result, we provided the full suite of Disability Employment Services through Direct Employment across the Fairfield and Liverpool LGAs, and are positioned to continue this in FY2016.

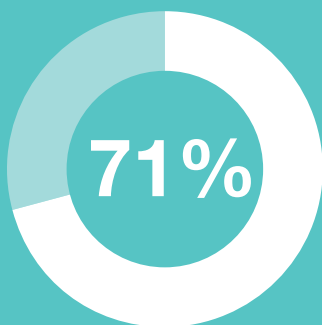
Our Registered Training Organisation, St Patrick's Institute of Education (SPIE) continued to provide high quality training to full-time students, job seekers, existing workers and CatholicCare staff. SPIE served more than 1,000 students, and provided free training to unemployed job seekers through partnerships with the Commonwealth and NSW Governments.

On 30 June 2015, after six years of operation and assisting more than 18,000 job seekers to find work, we said farewell to the LETS (Local Employment and Training Solution) program. The decision to discontinue the service was made following the transition from Job Services Australia to the Australian Government's new employment services system, jobactive.



My son, rob not the poor man of his livelihood; force not the eyes of the needy to turn away.

- Sirach 4:1



of job seekers
in work for 13 weeks

Direct Employment Fairfield
awarded a 5 Star Rating



1,435

job seekers with
disability assisted by
Direct Employment

1,000+

students
served by St Patrick's
Institute of Education



KEVIN'S STORY:

Dreams Can Come True

When Kevin Pale walked into the office of CatholicCare Sydney's disability employment service provider, Direct Employment (DE), he was sure of one thing: he wanted to be a mechanic.

Kevin was referred to DE by All Saints Catholic Boys College in Liverpool. Unsure what the future held for him, he put his trust in DE employment facilitators and shared his dream of becoming a fully-qualified mechanic.

This was difficult for Kevin, a bright teenager who moved to Australia five years ago. English is his second language, and despite his natural confidence, he found it challenging to express himself at first. But ask what led him to an apprenticeship in mechanics and Kevin finds his voice easily.

"One day I came home from school and saw my dad trying to fix our car," he says. "He didn't know what he was doing and I really wanted to help him. So I learnt about mechanics and found out that I really liked helping people in that way."

DE approached E & D Koutalis Automotive Services about finding a place for Kevin. It was obvious that Kevin and their management team would make a great match.

When they presented the idea to Kevin, he welcomed the opportunity to begin an apprenticeship and enrol at TAFE. DE made sure he had the support he needed and regularly visited the workshop to ensure the apprenticeship continued to complement the needs of Kevin and his employers, Eddie and Dawn Koutalis.

"Kevin's a great kid," says Eddie. "He's done really well and he's a great worker."

"Since he's started, he did so well that we wanted to sign him up for every TAFE class we could get him into. Now he's graduated and is a qualified mechanic. We're all really proud of him and want more young people from Direct Employment to work with us."

■ SUPPORTING THE COMMUNITY

All our services, while grounded in our Catholic identity, are offered to the whole community; people of any faith or none. As part of our mission to enable people's wellbeing, a range of programs provided support to vulnerable members of the community in FY2015.



Tree of Hope continued to provide much needed emotional and practical support to people living with HIV, their families and support people in Lewisham and Surry Hills this year. The Coordinator of the Tree of Hope program, Margaret Pirotta, received the Perkins Award for Excellence in Service by an Individual at the 2014 Catholic Social Services Australia Awards.

Our Chaplaincy program saw Catholic chaplains continue to serve the emotional and spiritual wellbeing of hospital patients and prison inmates throughout the Archdiocese of Sydney. Working with more than 60 volunteers from parishes, our chaplains acted as the hands and feet of Christ, delivering pastoral care to approximately 2,500 inmates and patients in more than 2,800 hospital beds.

The Refugee Program worked with new entrants to Australia to help them overcome common refugee barriers to living in the community. Assistance, advice and support was provided to 22 asylum seekers and refugees, in areas including language and vocational training, counselling and work experience. Partnerships with Red Cross, Navitas, STARTTS and local migrant centres improved our capacity to assist refugees and asylum seekers.

In FY2015, we partnered with the Catholic Clubs of Liverpool, Lidcombe and Campbelltown, and Club Central Menai and Hurstville to fight problem gambling through the Gambling Awareness, Intervention and Support (GAINS) program. A special campaign developed by the GAINS partnership was launched in February 2015. As part of the 'Your Club Cares' campaign, we provided 16 days of training to 61 staff across the five Clubs. Training covered proactively identifying problem gambling indicators and using an early intervention approach to offer assistance, support and referral options to patrons and their families. An integrated communications strategy was rolled out at all partner Clubs to ensure the key messages of the campaign were presented to Club patrons, members and their families.

In August 2015, we joined ClubsNSW and Gambling Help Services for the signing of a Memorandum of Understanding to reduce the negative impact of problem gambling on NSW communities.

Emotional and spiritual support provided to
2,500
inmates in
correctional facilities



First prize for
Tree of Hope
Coordinator,
Margaret Pirotta,
at CSSA Awards





For I was hungry and you gave me food... ill and you cared for me, in prison and you visited me.

– Matthew 25:35-36 (para)



Assistance, advice and support was provided to 22 asylum seekers and refugees



DIANNE'S STORY:

A Real Sense of Belonging

For 11 years, mother-of-four Dianne Nyoni raised her children, unaware she was HIV positive. During that time, she experienced a variety of serious illnesses, including chest infections, memory loss and emphysema-type coughs so bad, they caused her to vomit and tear ligaments. Yet she was never diagnosed with HIV.

"Maybe the doctors never considered doing an HIV test because they knew me as a married woman, a mother and an educated person," she says. "The problem is when you have a late diagnosis you can go through serious illnesses that cause irreversible damage to your body."

After initially misdiagnosing Dianne with brain cancer, the doctors realised their error and informed her she was HIV positive.

"I knew they could treat those illnesses so when they gave me the diagnosis I actually breathed a big sigh of relief," she says. "Then my heart broke when I realised I had been HIV positive when pregnant with my youngest son. All I wanted to do was have my little boy tested."

"By the grace of God he didn't test positive. When he was given the negative diagnosis from the paediatric HIV team he hugged me, then looked right at the doctor and said, 'Now let's focus on getting Mummy well.' It was a really precious moment."

With the support of her family and CatholicCare Sydney's Tree of Hope service, Dianne learned to manage her illness. Tree of Hope provides emotional support to people living with HIV/AIDS, their families and support people. Tree of Hope is open to all people, regardless of their background.

Dianne attended Tree of Hope as a participant during the tumultuous period following her positive diagnosis. She says the effect it has on those who take part in the group is clear.

"You have to keep a positive mindset when you have HIV and unfortunately a lot of people with HIV don't," explains Dianne. "It's so nice there's a place to go and feel a real sense of belonging."

"It's the one place you can go where you don't have to explain yourself, everyone is welcomed and loved. It doesn't matter who you are. I have children and a partner in my life, and I still need that just as much as everybody else."

Our People

Whether on the frontlines working directly with the people we support, or providing corporate services behind-the-scenes, **our passionate and hardworking people are our most vital asset.**

Workforce Strategy Development 2014-15

Our Workforce Strategy initiatives provided the foundation to build our responses to the challenges, risks and opportunities in an increasingly dynamic welfare environment. The strategy's key objectives were to:

- Support frontline staff to provide person-centred service delivery and use their skills to continue to succeed in a changing environment
- Support managers and supervisors to recruit, support and positively manage our people in a new work environment
- Support senior managers to provide the leadership and strategic direction to position CatholicCare at the top of an increasingly competitive and high-risk welfare sector

Key strategic Workforce Strategy initiatives implemented during the year included:

Functional Realignment of Services

The realignment conducted during the year was driven by external initiatives including the National Disability Insurance Scheme and the need to optimise the alignment of our programs.

Four operational divisions were established, which reduced the layers of management. These changes were made to empower our frontline and supervisory staff to take a greater role in managing programs and the people we support.

This new management structure became the centre of the realignment and established consistency across the organisation.

The levels of our new structure are:

- Chief Executive Officer
- General Manager
- Cluster Manager
- Senior Team Leader
- Team Leader and Coordinator
- Direct Service Provider

The realignment enabled the development of related initiatives, including a new approach to recruitment and capability development. This significantly enhanced our capacity to operate as an agile and responsive organisation.

CatholicCare's Capability Framework

The CatholicCare Capability Framework is an important element of our Workforce Strategy. It describes what's needed to perform in roles at all levels within our organisation.

Capabilities are the knowledge, skills and abilities needed by our people to perform their roles efficiently and effectively.

The Framework enables us to attract, recruit, develop and retain a responsive, capable workforce committed to our mission, vision and values, and supports our workforce management activities including role design and description, recruitment, performance management, learning and development, and strategic workforce planning.

Capability Based Recruitment

We introduced a centralised, skill-based recruitment process that involves extensive training programs, revised and streamlined recruitment documents, and an evidence-based approach to targeting our advertisements.

Using this process our applicants are assessed objectively, on their capacity to meet the skills required for the role, based on the advertised selection criteria.

Adherence to our mission, vision and values remain central to recruitment decisions.

771
employees

74% female
26% male



Full time
289



Part time
321



Casual
161



**Workers
compensation
claims**

14
down 7%
from 2013-14



Mission Awards

We expanded our recognition and reward strategy through the “I Care, We Care” Mission Awards. These awards recognise and reward our people for service excellence, demonstrated by a commitment to our mission and values, exceptional service to the organisation and the people we support, and an approach that places a high value on improvement and accountability.

Learning and Development

82 training sessions and three accredited courses were delivered and attended by more than 1,075 participants during the year.

Person-Centred Approach training attracted another 349 participants bringing the total number of staff and volunteers trained to 750 since implementing our Person-Centred Framework.

Workplace Gender Equality Report

In FY2015, 74% of our workforce was female. We continued our commitment to equity in the workplace by provided a range of flexible work practices to support the personal circumstances of our people.

Work, Health and Safety Culture

There were 14 workers compensation claims in FY2015, the lowest level since 2009, reflecting our continued commitment to safety in the workplace. In 2014, two external audits of work health and safety practices found that we were fully compliant with the various regulations and legislation governing work health and safety.

OUR DEDICATED STAFF

25 Years' Service

Violeta Alemania

20 Years' Service

James Millwood
Virginia Banks
Margaret Murphy
Shelley Gale

15 Years' Service

Mary Adams
Tina Cavanagh
Carmel Coleman
Lynette Cunneen
Sonia D'eri
Annette Farrugia
Felicity Giffney
Rosa Granados
Cynthy Iniguez
Devina Liou
Jodie Mollison
Wayne Nguyen
Suzanne Sommer
Jennifer Tonks

10 Years' Service

Tamar Avakian
Hassan Bilal
Alexander Kuusik
Freda Lam
Kimberly Ledger
Christine Martin
Robyn Mitchell
Joseph Musumeci
Susan Porter
Laura Rowell

5 Years' Service

Anna Waddington
Deborah Absalom
Rebecca Jean-Baptiste
Kadambari Kumar
Brooke Norman
Lesley Hamlyn
Gagandeep Singh
Chrissy Potamianos
Thomas Howell
Lauren Kadwell
Gary Chaffey
Joanne Sorenson
Noemi Aguilera
Thi Diem Trang Nguyen
Peter Petric
Sanjalini Singh
Vincenzina Capano
Paula Preisig
Amber Coughlin

Our Fundraising and Engagement

In FY2015, we raised much needed funds for our programs and services, generated significant media coverage across multiple media platforms and highlighted **our commitment to the provision of person-centred support to people throughout Sydney.**

Fundraising

Our Fundraising activities were truly collaborative and demonstrated a shared responsibility for addressing the challenges and needs of the Sydney community. Alongside our regular donors and supporters, the wider community made a vital contribution to the ongoing delivery of our services and programs, especially supporting young people who are homeless or at risk of homelessness.

Fundraising focused on the Rose Gallagher Project in Five Dock, ALIVE (Adolescents Living Independently Via Empowerment) program in Woolloomooloo and The H.O.P.E. (Housing Outreach to Promote Empowerment) Program in Bonnyrigg.

Rose Gallagher Project

CatholicCare Sydney was the beneficiary of land in Five Dock Sydney, bequeathed by the late Rose Gallagher. In May 2015, the Rose Gallagher Project building project was completed.

Two homes were built on the land to provide affordable transitional housing through CatholicCare's ALIVE program. These homes were designed specifically for vulnerable young people over the age of 16 who are homeless or at risk of homelessness, and/or have left foster care (Out-of-Home Care). The homes were named Rose's Cottage and Molly's Place.

This wonderful legacy would not have been possible without the collaboration and commitment of funds from the Department of Family and Community Services, the Property Industry Foundation, All Hallows Catholic Parish Five Dock, the wider community and people who donated to our appeals.

The properties were officially opened and blessed by the Most Reverend Terence Brady DD, Auxiliary Bishop of Sydney, on 29 May 2015.

The H.O.P.E. Program

The H.O.P.E. Program offers case management and practical support to young single parents (aged 16-25 years) who are homeless or at risk and helps find secure housing for them and their children. As a result of government funding cuts, the program was at risk of closure in September 2014.

In May 2015, CatholicCare Sydney Board Chair, Richard Haddock AM, hosted the first lunch in our KIDS FIRST campaign to raise money for programs like H.O.P.E. that are urgently in need of funds. Guests at the lunch responded positively to the request for support. Gifts and commitments of \$304,700 were confirmed, including \$219,000 from the Department of Family and Community Services. A further \$104,000 is needed to keep the program running for the next two years.

Donor Loyalty Program

Our Donor Loyalty Program launched at the End-of-Year Mass and Lunch in December 2014. In recognition of our donors' ongoing commitment to supporting people and strengthening our future, Donor Loyalty Certificates were presented to people who have supported CatholicCare for 5, 10, 15 and 20 years. Certificates were posted to donors who were unable to attend.

Two donors confirmed their bequest intentions in 2014. It's our promise to recognise and thank bequest donors for their generosity, compassion and philanthropic vision during their lifetime. Private morning teas were held in their honour in the CatholicCare Boardroom.

Come and See

The Bequest Committee initiated a new way for donors and interested community members to see the difference their donation can make. Five Come and See visits were held during the year, allowing people to experience first-hand the power of donations at the ALIVE program in Woolloomooloo, Rose's Cottage and Molly's Place in Five Dock, Inner West Family Support Services in Lakemba, and Intensive Family Support and Early Childhood Intervention Services in Cabramatta West.

861
individual donations

\$14,559
raised by participants
in Blackmores Sydney
Running Festival

\$46,111
donated through our
Tax and Christmas Appeals

\$304,700
for the H.O.P.E Program

\$84,617
from the CatholicCare
Foundation and Curran Access
Children's Foundation

\$1,064,755
from the Charitable Works Fund

Communications

We continued to build a strong awareness of our mission among the wider community through the use of traditional and new media activities.

Through proactive media relations, we received positive coverage in 19 media outlets across TV, print, radio and online. We appeared in both mainstream and Catholic press including Ten Eyewitness News National, *The Sydney Morning Herald*, *The Daily Telegraph*, *The Catholic Weekly* and radio and newspapers throughout Greater Sydney.

Ongoing search engine optimisation (SEO) and the regular publication of engaging digital content meant we saw more people than ever before access information and support through catholiccare.org. Our website was visited 125,640 times during the year – a 15% increase over FY2014 – with 73% of visits from new visitors.

Our existing presence on Facebook, Twitter, LinkedIn and YouTube was complemented by the establishment of a Google+ brand page. During the year, we continued to build relationships with peak bodies, community organisations, government agencies and individuals through social media, reaching an audience of 328,010 on Twitter and 120,716 via Facebook. This was an increase of 181% and 172% respectively over the previous year's results.

We continued to advertise digitally using Google's nonprofit program, Google Grants. Our ads were clicked 15,141 times by people conducting Google searches, resulting in the equivalent of \$30,903 of free advertising.

Our official supporter newsletter, *Caring News*, was again distributed each quarter in a print edition. An HTML e-newsletter version was introduced for the first time to connect with supporters the way they prefer. The average open rate across all four editions was 30%, more than twice the industry standard of 13%.



125,640
visits to
catholiccare.org
15% increase
over FY2014



328,010
people reached
via Twitter

Coverage by
**19 media
outlets**
including print, radio,
TV and digital



Reached
172%
more people
through Facebook

Financial Results

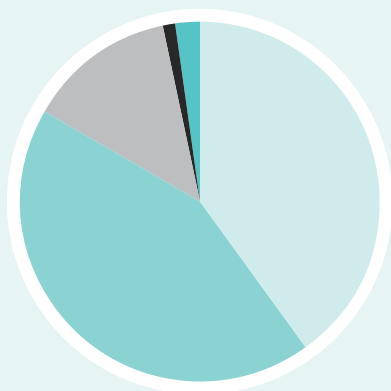
STATEMENT OF FINANCIAL POSITION

As at 30 June 2015

	2015	2014
Current Assets		
Cash and cash equivalents	12,882,453	13,923,858
Receivables	2,044,867	2,622,853
Other assets	570,147	346,881
	15,497,467	16,893,592
Non-Current Assets		
Property, plant and equipment	9,429,111	9,022,725
Other financial assets	2,013,765	1,605,890
	11,442,876	10,628,615
Total Assets	26,940,343	27,522,207
Current Liabilities		
Payables	2,704,566	3,132,557
Employee provisions	5,531,784	6,304,124
Other liabilities	6,719,140	5,204,644
	14,955,490	14,641,325
Non-Current Liabilities		
Employee provisions	1,295,029	1,611,200
Other liabilities	1,289,245	1,315,030
	2,584,274	2,926,230
Total Liabilities	17,539,764	17,567,555
Net Assets	9,400,579	9,954,652
Accumulated Funds		
General Funds	9,400,579	9,954,652
	9,400,579	9,954,652

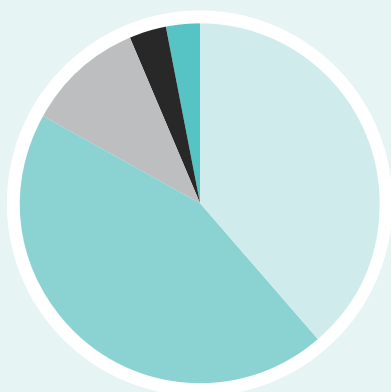
SOURCES OF INCOME

2015



○ NSW Government	\$22,857,950
● Commonwealth Government	\$24,623,604
● Program and Other Income	\$7,570,715
● Donations and Fundraising	\$622,060
● CWF and other Catholic Entities	\$1,140,055
Total for year	\$56,814,384

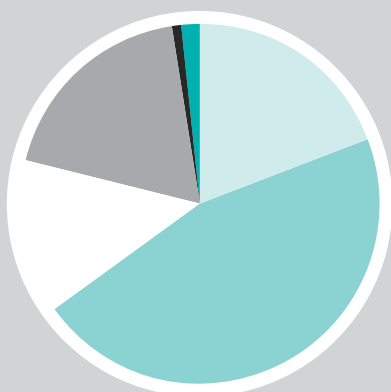
2014



○ NSW Government	\$23,366,714
● Commonwealth Government	\$26,878,436
● Program and Other Income	\$6,277,973
● Donations and Fundraising	\$2,067,462
● CWF and other Catholic Entities	\$1,751,046
Total for year	\$60,341,631

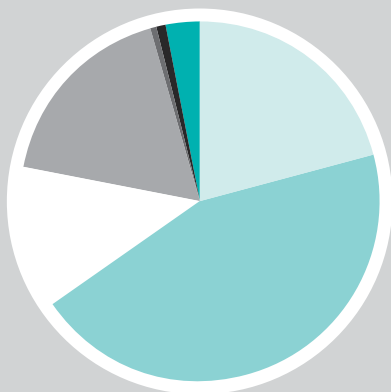
EXPENDITURE

2015



○ Accommodation and Home Support	\$11,092,890
● Disability, Mental Health and Carers	\$26,309,515
○ Families and Community One	\$8,012,138
● Families and Community Two	\$10,597,537
● Other services	\$47,560
● Fundraising	\$486,630
● Corporate support and IT	\$822,187
Total for year	\$57,368,457
Net Surplus/(Deficit) for year	(\$554,073)

2014



○ Accommodation and Home Support	\$12,283,379
● Disability, Mental Health and Carers	\$26,237,394
○ Families and Community One	\$7,526,257
● Families and Community Two	\$10,241,488
● Other services	\$261,339
● Fundraising	\$630,173
● Corporate support and IT	\$1,644,507
Total for year	\$58,824,537
Net Surplus/(Deficit) for year	\$1,517,094



Independent auditor's report to the members of CatholicCare

Report on the financial report

We have audited the accompanying financial report of CatholicCare (the Entity), which comprises the statement of financial position as at 30 June 2015, and statement of profit or loss and comprehensive income, statement of changes in equity and statement of cash flows for the year ended on that date, notes 1 to 17 comprising a summary of significant accounting policies and other explanatory information and the Responsible Entities' declaration of the Entity.

This audit report has also been prepared for the members of the Entity pursuant to the *Australian Charities and Not-for-profits Commission Act 2012* and the *Australian Charities and Not-for-profits Commission Regulation 2013* (ACNC).

Responsible Entities' responsibility for the financial report

The Responsible Entities of the Entity are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards – Reduced Disclosure Requirements and the ACNC. The Responsible Entities' responsibility also includes such internal control as the Responsible Entities determine necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement whether due to fraud or error.

Auditor's responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the Entity's preparation of the financial report that gives a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial report.

We performed the procedures to assess whether in all material respects the financial report gives a true and fair view, in accordance with Australian Accounting Standards – Reduced Disclosure Requirements, and the ACNC which is consistent with our understanding of the Entity's financial position and of its performance.

KPMG, an Australian partnership and a member firm of the KPMG network of independent member firms affiliated with KPMG International Cooperative ("KPMG International"), a Swiss entity.

Liability limited by a scheme approved under Professional Standards Legislation.



We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting our audit, we have complied with the independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012*.

Auditor's opinion

In our opinion, the financial report of CatholicCare is in accordance with the *Australian Charities and Not-for-profits Commission Act 2012* including:

- (a) giving a true and fair view of the Entity's financial position as at 30 June 2015 and of its performance for the year ended on that date; and
- (b) complying with Australian Accounting Standards – Reduced Disclosure Requirements and the Australian Charities and Not-for-profits Commission Regulation 2013.

KPMG

Kathy Ostin
Partner

Sydney

21 October 2015

Our Leadership

OUR BOARD

1. Richard Haddock AM (2004-Present) *BA, LLB, FAICD*

Richard began his professional life as a lawyer with Blake Dawson Waldron and went on to become Deputy General Manager at BNP Paribas. Richard is currently a professional company director on the boards of both listed and unlisted public companies, and serves on the boards of several charitable organisations including Caritas, St Vincent's Curran Foundation and the Sisters of Charity Foundation.

2. Carolyn Betts (2010-Present) *BBusCommun, GCCM*

Carolyn has over 20 years' experience driving marketing, communications, innovation and change strategies across technology, corporate and government sectors. Her diverse experience includes executive positions at ABC Radio, Boral, Telstra and Alcatel, as well as serving on the personal staff of two federal cabinet ministers. Carolyn is currently the global marketing director at Nuix, a privately held Australian technology company.

3. Rev Dr Gerald Gleeson (2013-Present) *STB (Catholic Institute of Sydney), MA (Cantab.) PhD (Leuven)*

Fr Gerry was ordained a priest in 1978. He served as CatholicCare Sydney's Director of Mission for several years before being appointed to the position of Vicar General and Episcopal Vicar for Health and Welfare for the Archdiocese of Sydney in 2015. Fr Gerry has served on the boards of a number of organisations and was a member of the Australian Health Ethics Committee.

4. The Hon. Deirdre Grusovin (2000-Present)

Deirdre was a member of parliament from 1978 to 2003. During that time she held the positions of Minister for Consumer Affairs, Small Business and Assistant Minister for Health, Opposition Spokesperson for Community Service and Opposition Spokesperson for Housing. Deirdre was instrumental in campaigning on child protection issues and as a result the Wood Royal Commission into the NSW Police Service initiated an inquiry into paedophilia.

5. Sr Moya Hanlen FDNSC (2014-Present) *BA, J.C.L., MCL*

Sr Moya is a Daughter of Our Lady of the Sacred Heart and has ministered in secondary education and religious formation. She was privileged to serve her Congregation as Provincial Councillor and then as Provincial Leader. In 2005, she joined the Office of the Bishop, Wollongong, initially as Canonical Consultant and then, adding to this, Chancellor and the Bishop's Delegate for Child Protection. She returned to Sydney in 2015 to assume a leadership role within her Congregation. She continues her work in Canon Law. Sr Moya is presently a member of a number of councils for Catholic bodies and is committed to promoting unity between agencies of the Church.

6. John Leotta (2015-Present) *B.Ec, FCA*

John is a partner at Deloitte and leads the company's Real Estate practice. He has nearly 30 years' experience providing audit and advisory services to leading Australian and international organisations, working closely with senior management, boards and audit committees. John has extensive experience leading the audits of major corporations and expertise across strategy, operations and finance.

7. Greg Mackay (2012-Present) *BSc (Applied Mathematics and Physics)*

Greg worked for the Macquarie Group in Australia, the UK and Asia for more than 20 years. He is currently a member of the St Ignatius College (Riverview) Council.

8. Madeleine Mattera (2015-Present) *B.Ec, FCA*

Madeleine is a partner and the Head of Financial Services at Grant Thornton Australia. She has a keen interest in helping organisations grow and succeed in an environment of evolving regulatory pressure, demographic shifts, financial technology innovation and changing consumer behaviour. Madeleine is a Fellow of the Institute of Chartered Accountants and a Registered Company Auditor. She has over 25 years of business experience and also serves as a member of the Good Samaritans Finance Council.

Kim Kevans (2011-Present) *BEc, LLB*

Kim is a lawyer with over 10 years' business and legal experience working for the Nine Network, DLA Piper and Herbert Smith Lawyers. Kim's family was among the first group of Vietnamese refugees welcomed to Australia in 1975, immediately after the Vietnam War. As a past beneficiary of the type of services provided by CatholicCare, Kim brings a unique perspective to the Board. Kim took a leave of absence during FY2015.

Eileen Hoggett (2007-2015) *BCom, CA*

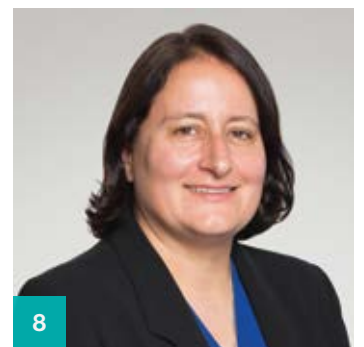
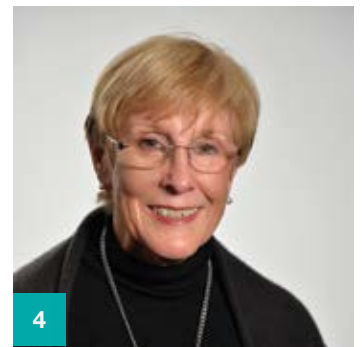
Eileen is an audit partner with KPMG, a leading chartered accounting firm. She has been with KPMG for over 20 years and provided advisory services to some of Australia's largest companies in the property and funds management industry. Eileen left the Board in 2015.

Fr Michael McLean (1999-2015)

Fr Michael is a Priest of the Archdiocese of Sydney. He has worked in parishes and as a chaplain to school communities, hospitals and a gaol, and is currently the Parish Priest at the Parish of St Mark, Drummoyne. Fr Michael left the Board in 2015.

Msgr. John Usher AM (2004-2015) *BTh, BSocStud, MSW*

Monsignor Usher is the Parish Priest at the Parish of St Patrick, Mortlake. He was the Director of CatholicCare Sydney from 1983 to 2004, and served as the Chancellor and Vicar General of the Archdiocese of Sydney from 2005 to 2015. Monsignor Usher left the Board in 2015.



OUR EXECUTIVE LEADERSHIP TEAM

1. Bernard Boerma (2004-Present)

Chief Executive Officer
BA (Psych), BSocStud (Hons), MBA, MAASW

Bernard has an extensive background in the public and private welfare sectors, with experience in child and family welfare, disability, community corrections, social policy, public housing, community development, mental health, Aboriginal affairs and aged care. Bernard is the Chair of the Association of Major Community Organisations, a member of the Sydney Alliance Leaders Council and the Catholic Social Services NSW/ACT Executive.

2. Luke Stevens (2015-Present)

Chief Operating Officer
Diploma of Law (SAB), BA (Behavioural Science), Diploma of Teaching (Early Childhood)

Luke has more than 25 years' experience leading diverse business areas including finance, IT, HR, property and business development in both the corporate and nonprofit sectors. Before joining CatholicCare Sydney, Luke was the Chief Executive Officer at Sydney law firm Bartier Perry. Prior to that, he held senior leadership positions in the early childhood education sector, including Corporate Services Manager with KU Children's Services. Luke officially commenced as COO in July 2015.

3. Pearl Forrester (2013-Present)

Chief Financial Officer
CPA, MBA, BEc, GradDipCompSc, GAICD

Pearl started her career as an accountant and worked for more than 25 years with various for-profit companies before joining the not-for-profit sector with Little Company of Mary Health Care. More recently, Pearl has worked in the disability sector. She is a board member of a disability service provider and a member of the Advisory Committee for the Trustees of Catholic Aged Care Sydney.

4. Karen Larkman (2014-Present)

General Manager,
Families and Community One
BA (Hons) Social Work and Post Grad Cert in Management

Karen has over 25 years' experience in the public and nonprofit sectors in Australia and Europe. She has an extensive background in the areas of Child Protection, Out-of-Home Care, Disability Services and Residential Services. Prior to joining CatholicCare Sydney, Karen worked for the Northern Territory Department of Children and Families where she played an important role in the development of services under the federal Closing The Gap Strategy. Karen is completing a Master of Business Administration.

5. Fiona Hastings (2014-Present)

General Manager,
Families and Community Two
BSW, MBA

Fiona has 20 years' experience in the public and nonprofit sectors. She began her career with the NSW Department of Corrective Services, and later took up the manager role at Guthrie House, a residential rehabilitation service for women leaving prison. Before joining CatholicCare Sydney, Fiona held a senior role at CatholicCare Diocese of Broken Bay where she was responsible for a range of family services.

6. Daniel Culhane (2014-Present)

General Manager,
Disability, Mental Health and Carers
NSW, MSM

Daniel has nearly 20 years of experience in the public and nonprofit sectors. Prior to joining CatholicCare Sydney, he worked with Housing NSW on the Going Home Staying Home reform initiative. Daniel has held senior roles with a number of agencies including House with No Steps, Ability Options and the Department of Ageing, Disability and Home Care.

7. Peter Gardiner (2014-Present)

General Manager (Acting),
Accommodation and Home Support
BSW, MBA, FAIM, GAICD

Peter has 35 years' experience in the public and nonprofit sectors. He has held a number of executive level and senior administrative positions including Chief Operating Officer at Anglicare Sydney and Regional Director at the Department of Ageing, Disability and Home Care. Before joining CatholicCare Sydney, Peter was an Interim District Director at the Department of Family and Community Services.

8. Steve McNab (2013-Present)

General Manager, People & Culture
CEO, St Patrick's Institute of Education
B Com, Grad Dip Ed, M Ed Admin, LLB

Steve has held senior human resources, employee relations and management roles in a number of agencies. He has a diverse employment background, having run his own businesses, worked in the hospitality industry, taught in the TAFE system, participated in significant government committees and headed a government agency in the health sector.

Rev Dr Gerald Gleeson (2013-2015)

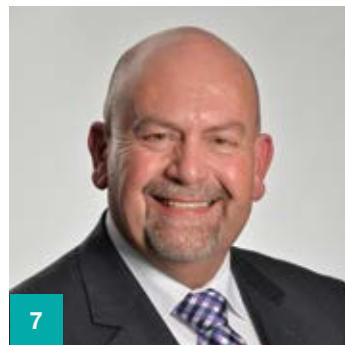
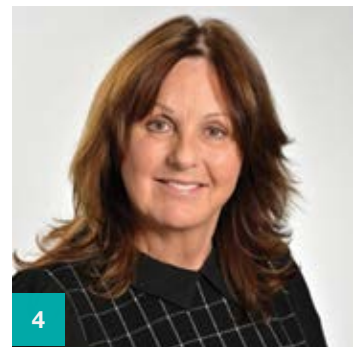
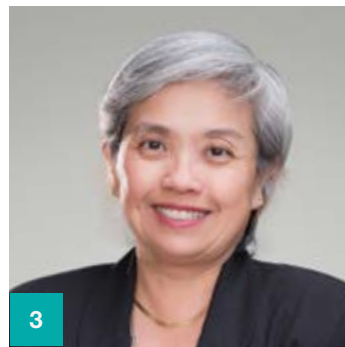
Director of Mission
STB (Catholic Institute of Sydney), MA (Cantab.), PhD (Leuven)

Fr Gerry was appointed to the position of Vicar General and Episcopal Vicar for Health and Welfare for the Archdiocese of Sydney in 2015 and resigned his position as Director of Mission. He remains a member of the CatholicCare Sydney Board.

Andrew Watson (2010-2014)

Executive Director, Social Enterprise
and Corporate Support
BBus, FCPA, FFin

Andrew was the Executive Director of Social Enterprise and Corporate Support. He left CatholicCare Sydney after four years of service during the 2014 realignment of services.





ROBYN'S STORY:
An Unsung Hero

"A friend of mine suggested I contact CatholicCare to do some volunteering so that's how it started. And it's what I've been doing ever since."

Every day thousands of Australians donate their time and energy at schools, on beaches, in the community and on the streets. Despite usually being unsung heroes (most prefer it this way), every volunteer has a unique story, their special reason for volunteering.

For 69-year-old CatholicCare volunteer, Robyn Ann Dixon, it was the passing of her husband.

"I had been his carer and I really didn't know what to do with my time," says Robyn. "A friend of mine suggested I contact CatholicCare to do some volunteering so that's how it started. And it's what I've been doing ever since."

That was seven years ago. Now, each week Robyn visits an elderly woman living in a nursing home, as part of CatholicCare's Community Visitors Scheme. The program matches volunteer visitors with residents of nursing homes who are lonely or socially isolated. Its mission, carried out by people like Robyn, is to enrich the quality of life for people living in aged care facilities and connect them with their local community.

Herself a resident of a retirement village, Robyn admits her motivation for volunteering isn't entirely selfless.

"I have the time now to give back a little bit and that makes me feel good too," she says. "I feel I'm getting as much from it as the person I visit. She enjoys my visits and I enjoy going to see her."

Robyn says it's easy to explain why she continues to donate her time and energy to volunteering.

"CatholicCare is a wonderful organisation and the volunteer coordinators have been really helpful," says Robyn. "They make us feel like we're doing something wonderful and make us feel very important."

"I just hope one day if I need a volunteer I'll be lucky enough to have someone coming to visit me."

Our Supporters

In-Kind Support

- Canterbury-Bankstown Bulldogs Rugby League Club
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- Brasher Family Trust, Perpetual Trustees Co
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- Catholic Women's League Manly Vale
- CatholicCare Foundation
- Charitable Works Fund of the Archdiocese of Sydney
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- Hot Relish Catering
- Johnson & Johnson Family Companies of Australia
- Stitching Hearts
- Medibank Community Fund
- Parish of Our Lady of Mt Carmel, Pittwater
- Parish of St Thomas More, Pittwater

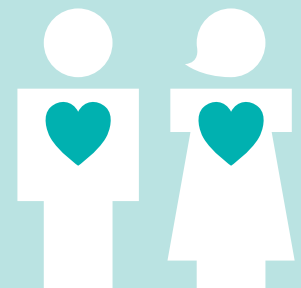
- PJ & JP Murphy Fund, Australian Communities Foundation
- Sisters of St Joseph of the Sacred Heart
- St Anne's Catholic Primary School Strathfield South
- St Patrick's Institute Of Education
- St Vincent's College, Potts Point

In Memoriam Gifts

- Gerardine Grace, In Memory of Patricia Madeline Grace
- Marie Jenkins, In Memory of deceased members of the Doughan Family
- Mr Wright, In Memory of Rosalind Wright

How you can support us:

- **Make a one-off donation**
- **Commit to regular giving**
- **Leave a bequest in your Will**
- **Make an In Memoriam gift**
- **Become a corporate supporter**
- **Donate a gift in kind**
- **Take part in one of our events**
- **Volunteer with us**



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